

## Standard Operating Procedures Milk Truck Accident

Upon receiving notification of an accident involving raw or processed milk products the regulatory authority receiving the call must follow the procedures as outlined in a timely and orderly manner. Information must be recorded and transmitted timely to State Milk Board personnel timely.

Quickly assess the severity of the incident to determine priorities.

1. Personal injuries take priority over product
  - a. Notify proper law enforcement and medical personnel while keeping driver/caller engaged in communication.
  - b. Note time of all incoming and outgoing communications to other agencies.
  - c. Begin assessment of milk/milk product incident proper authorities are in place and in control of incident site.
2. Attention to milk or milk product
  - a. Obtain the name and agency of law enforcement officer working the incident.
  - b. Request and obtain a point of communication at the site.
  - c. Obtain the location of the incident (highway and road marker, county road number, nearest 911 address).
  - d. Determine the county where incident occurred.
  - e. Ask if an environmental public health specialist (EPHS) is on site (DHSS, Springfield-Greene, St. Louis County, or SMB). If not, determine if a staff EPHS is available for duty and note.
  - f. Obtain the date and time of incident
  - g. Salvage or reclamation must be determined by regulatory authority (time and site assessment sensitive).
  - h. Determine vehicle condition
    - i. Bulk Milk Truck
      1. Is the tank ruptured?
        - a. Obtain estimate of volume spilled.
        - b. Where is spillage flowing?
        - c. If spillage is flowing into a ditch or waterway that dumps into (or is flowing directly into) a stream has DNR been contacted? If not, contact DNR.
      2. Is the seal broken? If not,
        - a. Contact milk coop to arrange pump off and transfer of product onto another truck if agreeable.
        - b. If seal is broken or if milk coop cannot locate transfer truck timely, decision must be made to dump.
    - ii. Processed Product Truck
      1. Is packaging compromised?
      2. Is there spillage? If yes, obtain estimated volume of spillage and if flowing into a ditch or waterway that dumps into (or is it flowing directly into) a stream has DNR been contacted? If not, contact DNR.

3. Where will truck be towed? Regulatory authority must make follow-up inspection to ensure proper product disposal.
    - i. Contact SMB via telephone as soon as possible following incident notification. Transmission of data collected may be accomplished via facsimile or electronic transmission.
3. SMB will handle most accidents and dispatch EPHS personnel as needed. Accurate information, data collection, and timely data transfer is the key to decision making.

State Milk Board:

Telephone (573) 751-3830

Facsimile (573) 751-2527

After Hours and Emergency Contact:

Gene Wiseman (573) 680-9786

Amy Luecke (573) 619-2197

Milk Truck Accident  
Suggested Information Template

1. Contact name and contact information of person collecting information
2. Name and contact information for Highway Patrol or other law enforcement reporting agency.
3. Location of incident (highway & mile marker; county road name/number; nearest 911 address, other land marker)
4. County and zip code of incident
5. Time of incident
6. Type of truck involved in incident (i.e. 18 wheel bulk milk truck, 10 wheel bulk milk truck, pickup/trailer with cans, 18 wheel reefer, 10 wheel refrigerated, etc)
7. Quality of product involved (i.e. bulk milk, grade A fluid in glass containers, etc).
8. General condition of truck (laying on side, rolled, tank ruptured, etc)
9. Can product be salvaged (seal in place, no spillage from cartons, etc)?
10. If spillage of contents has occurred obtain estimate of volume spilled and where spillage is flowing.
11. Determine if remaining contents may be salvaged (may require assistance from regulatory authority).
12. Determine if DNR, DHSS, or other authorities have been or need to be contacted and act on the need.